Quick Start Guide

Cisco Small Business Pro SPA IP Phone

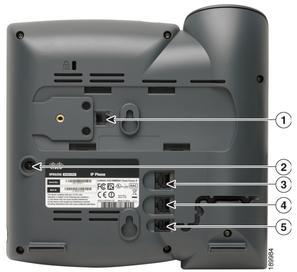
Model SPA525G

Package Contents

- IP telephone
- Desk Stand
- RJ-45 Ethernet Cable
- Setup CD-ROM
- Quick Start Guide

NOTE The features available on your phone depend on the type of system to which your phone is connected. Contact your system administrator if you have questions about phone features.

1 Installation



CAUTION Do not insert a telephone line cord into the port marked "AUX" (1).

STEP 1 Turn the phone over to expose the ports on the back of the unit.

STEP 2 Insert one end of the phone cord into slot marked with a phone symbol (5). Insert the other end into the jack at the bottom of the handset (not shown).

STEP 3 (Optional) Connect the desk stand by lining up the tabs on the desk stand with the slots on the back of the phone. Slide the bottom tabs into the slots and lightly press down on the top of the desk stand. It should easily slide into the top slots. Do not force.

STEP 4 If you are using an external power source, plug one end of the power cord into the building's power source and insert the other end of the power cord into the phone base (2).

STEP 5 Connect your phone to the network:

- Using an Ethernet Connection—Insert the Ethernet cable into the slot marked "SW" (4). Insert the other end of the Ethernet cable into the appropriate device on your network, such as a network switch. The SPA525G provides a second Ethernet port (3). You can connect a PC to this port to provide network access to the PC. (**Note**: This option is only available when phone is connected to the network via the wired Ethernet connection.)
- Using a Wireless Connection—The SPA525G has a built-in wireless adapter. You must unplug the Ethernet connection before configuring Wi-Fi. See the *Cisco SPA IP Phone 525G (SIP) User Guide* or the *Cisco Unified Communications Manager Express for Cisco Unified IP Phone 525G User Guide* for more information.

2 Phone Hardware Features

Refer to the following table for identification of your IP phone's hardware features.

#	Phone Feature	Description
1	Handset	Pick up to answer or place calls.
2	Speaker	Speaker for phone.
3	Message Waiting Indicator	When lit red, you have a new voice mail message. When lit flashing red, you have an incoming call or the phone's firmware is being updated.
4	LCD Screen	Typically displays date and time, phone station name, line extensions, and softkey options.
5	Line keys	Indicates phone line status. Typically, when lit: **Green**: Line is idle. **Red** (steady): Line is active or in use. **Red** (blinking): Line is on hold. **Orange**: Line is unregistered (cannot be used). **Flashing Orange**: The phone is not connected to the network.
6	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
7	Navigation button	Press an arrow o scroll left, right, up, or down through items shown on the LCD screen.
8	Select button	Press the check mark button to select an option or menu item on the screen.
9	Messages button	Press to access voice mail (must be set up by your phone administrator).
10	Hold button	Press to place a call on hold.
11	Setup button	Press to access a menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions (such as call forwarding).
12	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red.
13	Volume button	Press **+** to increase the volume and **-** to lower the volume of the handset, headset, speaker (when the handset is off hook), or ringer volume (when the handset is on hook).
14	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
15	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
16	Keypad	Use to dial phone numbers, enter letters, and choose menu items.
shown below	USB 2.0 host port	Accepts USB memory device to play MP3 files on the phone or to upload security certificates for wireless authentication.
not shown	Headset port	Accepts wired headsets.

Softkey Buttons

The softkey buttons on your phone display may vary depending on your phone system setup. Press the right navigation button or the **More** softkey button to view additional softkey buttons. Following is a partial listing of softkey buttons that may be available on your phone.

Button	Function
BXfer	Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call.)
Call Rtn/Icr	Returns the last missed call by dialing the number that called you.
CFwdAll	Forwards all calls to a specified number.
Change	Opens a menu so that you can change the properties for an item (for example, change a ring tone).
Clear	Deletes an entire text/number field.
Clr DND	Clears Do Not Disturb.
Conf/Confrn	Initiates a conference call.
DelChar	Deletes the last number or letter.

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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Button	Function
Delete	Deletes an entire item (for example, a number from the Call History list).
Dial	Dials a number.
Directory/dir	Provides access to your personal and corporate phone directory.
DND/DnD	Do Not Disturb; prevents incoming calls from ringing your phone.
Edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
EditDial	Edits a number before dialing.
Forward/cfwd	Forwards calls coming to your phone.
GrPickup/ GPickUp	Allows you to answer a call ringing on an extension by discovering the number of the ringing extension.
Hold	Places a call on hold.
More	Accesses additional softkeys.
Option	Enters a sub-menu and when pressed multiple times, shows all of the choices in that sub-menu.
Park	Puts a call on hold a call at a designated "park" number. The call is active until you unpark it, or the caller disconnects. Must be configured by your Phone Administrator.
Paste	Using the navigation button, highlight an item and press Paste to place the item you copied.
Pickup/PickUp	Allows you to answer a call ringing on another extension by entering the extension number.
Play	Plays an item (for example, a ring tone).
Redial	Displays a list of recently dialed numbers.
Resume	Resumes a call that is on hold.
Save	Saves your changes.
Scan	Scans for wireless networks or Bluetooth devices.
Select	Selects the highlighted item on the LCD screen.
Transfer/Trnsfer	Performs a call transfer.
Unpark	Disconnects a parked call.
View	Displays more information about a selected item.

Using Keypad Shortcuts

Use the keypad to enter the number of the menu or sub-menu item. For example, to reach the Call History menu, press the **Setup** button and enter **2**. Menus and options may vary.

3 Using Your SPA IP Phone

Placing or Answering Calls

To place or answer a call, do one of the following tasks:

- Pick up the receiver.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press a line button.)

Putting a Call on Hold

To put a call on hold, press the **Hold** button. A series of beeps indicates the call is on hold.

To resume the call, press the **Resume** soft key or the flashing red line button for the call. If you have multiple calls, all calls are put on hold except the active call.

Ending a Call

- If you are using the handset, hang up.
- If you are using the speakerphone, press the **Speaker** button.
- If you are using the headset, either press the **Headset** button (wired) or replace the receiver (wireless).
- Press the **End Call** soft key, if available on your phone.

Transferring Calls

Step 1 During an active call, or a call on hold, press **Transfer/Trnsfer**.

Step 2 Either enter the number to which you want to transfer the call or use the directory to choose a number.

Step 3 Press **Dial**. The call is placed on hold and a new line is opened to dial the number.

Step 4 To transfer the call without waiting for the other person to answer, press **Transfer/Trnsfer** after the call begins to ring and hang up. If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you misdial, press the line button again to receive a dial tone.

Step 5 To transfer after speaking privately to the other person, press **Transfer/ Trnsfer** at any time during the conversation.

Redialing

Depending on your phone model and phone system setup, use one of the following methods:

- Press **Redial** to dial that last number that you called.
- To redial a recently-called number, press **Redial**, select the number from the list, and then press **Dial**.)
- Press the **Setup** button and then select **Call History**. You can then select any list, such as Missed Calls or Received Calls, and you can press **Dial** to call any number on the list.

Adjusting Call Volume and Muting

To adjust the volume while you are on a call, press **+** on the **Volume** button to increase the volume, or press **-** to decrease the volume. Press **Save**.

Pressing the **Volume** button while not on a call adjusts the volume of the phone's ringer.

To mute the phone microphone, speaker, or headset microphone, press the **Mute** button on the phone. The button lights red. Press the **Mute** button again to unmute.

Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. If you have voice mail configured, incoming callers immediately reach voice mail. If voice mail is not configured, callers hear a busy signal or message.

To set Do Not Disturb, press the **DND/DnD** softkey on your phone. Depending on your phone, either press the **Clr DND** softkey or the **DnD** softkey to turn Do Not Disturb off.

Placing a Three-Way Conference Call

Step 1 Press the **Conf/Confrn** button during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.

Step 2 Dial the second person's telephone number.

Step 3 Press the **Conf/Confrn** button again. All three parties are connected in the conference call.

Step 4 When you hang up, the conference call is ended.

Note If the **Join** soft key is available on your phone, press **Join** to keep the other parties in a call but disconnect yourself from the call.

Accessing Voicemail

To access voicemail, press the **Messages** button on your phone. Your system administrator should configure your phone with the correct voicemail number so that pressing the **Messages** button automatically dials your voicemail system.

4 Where to Go From Here

Resource	Location
Customer Support	www.cisco.com/go/smallbiz
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Cisco Partner Central site for Small Business	www.cisco.com/web/partners/sell/smb/